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Eligibility Operations Memo 07-02
February 15, 2007

TO: MassHealth Eligibility Operations Staff
FROM: Russ Kulp, Director, MassHealth Operations
RE: **PACES Conversion Review**

Introduction

PACES Conversion Review (PCR) is a computer process designed to select active PACES community cases (category 5) to prepare them for conversion into the MA21 database. The review process will continue until all community cases have been converted to MA21.

MA21 Overnight Process

Once cases are selected, MA21 uses an automatic, overnight process to start the conversion. Initially, it converts the selected cases to a PACES conversion file. Following that, it searches the MA21 database to determine if any of the cases selected for review are active on MA21.

Cases active on MA21 in an MA21-ST category

MA21-ST cases are active PACES case members selected for review and found in MA21 in a MassHealth Standard traditional equivalent category (ST, SQ, SA, SB, SE, or SI).

MA21 requests an automatic determination of these cases. It creates a silent PACES case closing with Action Reason (AR) 36 and deactivates the PACES Conversion Review record from the review process.

Note: If MA21 cannot determine eligibility for an MA21-ST case, the case will be treated as an MA21-ALL case.

Cases active as an MA21-ALL case or not active on MA21

MA21-ALL cases are active PACES case members selected for review and found in MA21, but not in a MassHealth Standard equivalent category, such as the Uncompensated Care Pool (UCP) or denied.

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**MA21 Overnight
Process
(cont.)**

MA21 generates a PACES Conversion-MassHealth Eligibility Review (PC-MER) notice. This notice advises the member to complete and return the enclosed MassHealth Eligibility Review (MER) form within 30 days.

MA21 places the PCR case in a select (S) mode and automatically changes the PACES case assignment number (CAN) to 955. This identifies it as a case selected for PCR.

**PC-MER Return
Information**

PC-MER not returned within the 30-day time frame

If the PC-MER is not returned within the 30-day time frame, the PACES case automatically closes on the 35th day with AR 41, failure to return a review. The PACES care is automatically closed (C) to the PCR process.

PC-MER returned within the 30-day time frame

If the PC-MER is returned within the 30-day time frame, the following actions must take place:

- change the PACES CAN to 888 to stop the 30-day clock;
- write "PC-MER" in the top right of the MER form;
- print the MMIS ELG screen; and
- enter the information into MA21 as a new case.

MA21 sends a verification notice (VCT) as needed. When the eligibility determination is complete, MA21 will silently close the PACES case.

If the PACES CAN is **not** changed from 955 to 888 and the PC-MER information is **not** entered and determined on MA21, the PACES conversion case will act as if the MER was **not** returned within the time frame and the PACES case will close with AR 41 on the 35th day.

If the PACES CAN is changed to 888 and the information is **not** entered and determined on MA21, the PCR case will be placed in an error (E) status. (See the "Error Status" section later in this memo.)

When the eligibility worker enters information and performs an eligibility determination, MA21 will silently close the PACES case with AR 36. MA21 will send a VCT as needed. During the verification process, the member pends in an active status (protected) until the verification process is complete. If the verifications are submitted timely, MA21 performs an eligibility determination. If the verifications are not submitted timely, MA21 will close the case with AR 40, failure to provide information.

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Eligibility Notices

When a final determination is made, MA21 may or may not send an eligibility determination notice.

If the member's category of assistance remains the same as it was on PACES, MA21 **will not** send a notice.

If the category of assistance changes from the one that was on PACES to something else (upgrade, downgrade, or close for failure to cooperate), MA21 **will** send a notice.

Error Status

The error (E) status is used for monitoring purposes and updating cases as needed.

A PACES case will go into E status for several reasons. The first is during the conversion process when the PACES CAN is changed to 888 until the eligibility worker enters the information on MA21 as a new case. The E status is CAN-888.

A case can also go into E status if the CAN on a PCR case is changed to something other than 955 or 888 and the information is entered on MA21. The PACES conversion case will be in an E status of CAN-ERR. This E status is a flag to identify those cases active in a review where the PACES CAN does not reflect that they are active in a review (CAN 955) or the MER has been returned (CAN 888). This flag displays when the PACES case is out of sync with the MA21/PACES conversion process.

The case is removed from the E status when the error is "fixed." This includes when an eligibility worker enters the case on MA21.

It is the MEC responsibility to monitor the error status cases and update the cases as needed.

The E status remains in effect for 65 days unless the error is fixed. During that time, PACES cases are blocked from automatically closing.

Cases still in E status at the end of the 65-day period will be closed to the PCR process and will remain open on PACES. These cases may be selected again for the PCR process, if the case meets the criteria and the CAN is not 955 or 888.

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**Undeliverable
Mail and
Address Changes**

For PC-MERs that are returned as undeliverable mail, follow current processing procedures.

If a member is active in a PACES conversion review and reports a change of address or the PC-MER is returned with a new address:

- change the address on the PACES case;
- change the CAN to 777 (this will stop the 35-day time clock); and
- remail the PC-MER and the MER to the member.

The member will be listed on the E status file and the case will not close.

PACES Pending

If a case is pending to close on PACES for AR 41 and the member calls:

- do **not** pull the pending closing;
 - do **not** change the PACES CAN (the case must go through the PCR cycle);
 - advise the member to complete and return the PC-MER;
 - advise the member that the case will close if the PC-MER is not received before the cycle ends; and
 - reprint the PC-MER notice and mail it with a PC-MER to the member.
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**Data
Discrepancies**

If there are discrepancies between the PC-MER and the PACES case, process the case using the information provided on the PC-MER. Do **not** use the information on the PACES case.

PCA Cases

If the member has personal care attendant (PCA) status (4H) on PACES and does not indicate any PCA services or answers "No" to the questions about receiving PCA services on the PC-MER, **do not** enter any PCA information of the MA21 PCA event. Instead, enter this note on the Notes to Household (NTH) screen: "PCR case – PACES case had group code 4H – member did not declare PCA services on PC-MER."

SSI Cases

If an active SSI member is in the PCR process and returns the PC-MER, process the case on MA21. MA21 will locate the SSI case and will close the MA21 case, because the member is receiving MassHealth under a different category.

Questions

If you have any questions about this memo please have your MEC designee contact the Policy Hotline.
